



Telehealth Benefit for Online Health Care Visits

The Empire Plan is doing all they can to support you and your family through this unprecedented time and has introduced a new telehealth benefit to help you access health care services remotely. LiveHealth Online lets you stay home and have a video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or personal computer.

If you are concerned about leaving your home to receive medical care or your ability to access care, The Empire Plan will cover telehealth visits at no cost to you. Effective May 16, 2020, you will no longer need to enter a coupon code to have your telehealth visit covered at no cost.

If you require assistance with the registration process or have questions, you may call LiveHealth Online at 1-888-LiveHealth (1-888-548-3432). LiveHealth Online has representatives available 24/7 to assist you. You can also call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447) and select option 2 for the Hospital Program.

What You Need to Know to Access Empire Plan Benefits During the Coronavirus Pandemic

Telemedicine Visits for Non-COVID-19-Related Health Concerns

- During the COVID-19 pandemic, many participating providers are offering patients access to virtual medical visits via telemedicine using smartphones, tablets or PCs. Copayments for these telemedicine visits with participating providers are waived during the state and federal emergency periods. • Enrollees may call The Empire Plan toll-free number at 1-877-7-NYSHIP (1-877-769-7447) and select 2 for the Medical/Surgical Program to confirm that a copayment waiver for telemedicine still applies.
- Please be advised that a waiver of copayments does not apply to telemedicine visits with nonparticipating providers.

Prescription Drug Program Modifications

Emergency Refills: A maximum of three emergency refills per prescription are now available.

- Prior Authorization extension for 90 days. To ensure that Empire Plan enrollees and covered dependents have access to medication during this time, Prior Authorizations (PA) for most medications that would otherwise expire between March 23 and August 25, 2020 are extended for 90 days. For instance- if a PA is set to expire on August 1, the expiration date will be extended to November 1. These extensions will not apply for controlled substances, medications that involve a defined duration or use, or a maximum duration of therapy.

- Free Home Delivery through many Chain Pharmacies. If an enrollee does not wish to pick up medication at a retail store, many chain pharmacies (e.g.- CVS, Kinney Drugs, Rite Aid, Walgreens) are offering free home delivery of medications. Additionally, the CVS Mail Service Pharmacy will ship medications to you.

To access this benefit:

1. Ask your doctor to call in the prescription(s) for up to a 90-day supply to CVS Caremark Mail Service Pharmacy toll-free at 1-800-378-5697 or submit by fax at 1-800-378-0323; or
2. Visit www.caremark.com and select the "Prescriptions" link to get started and then click "Start Mail Service" and CVS will reach out to your doctor for a new 90-day prescription to be filled through Mail Service.

Mental Health and Substance Abuse Program

- MyStrength Online Emotional Health Program. The Empire Plan is offering free access to the Beacon Health Options myStrength COVID-19 website and app content. MyStrength is a unique, online emotional health program that can be accessed via a computer or smartphone app. It has an extensive library of videos, and eLearning (' programs that are aimed at helping members navigate new COVID-19 challenges such as heightened levels of stress and/or anxiety, feelings of isolation, and parental challenges as families work and learn together all under the same roof.
- Registration is simple and quick* and the site and app are easy to navigate. Of course, MyStrength is secure and confidential. Register at: <https://bh.mystrength.com/beaconcovidsupport>

Questions and Additional Resources

- If you have questions or concerns regarding your ability to access your Empire Plan benefits at this time, call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and select the option for the appropriate program.
- The Empire Plan's NurseLineSM is available 24 hours a day, seven days a week to answer your health related questions. (Note: SEHP enrollees do not have access to NurseLineSM).
- The New York State Department of Financial Services has developed FAQs about health insurance access during the coronavirus pandemic. Visit: https://www.dfs.ny.gov/consumers/coronavirus/health_insurance_faqs